



Farm Experience Supervisor

Position Description

Pono Pacific is Hawai'i's first and largest private natural resource conservation company providing land management, restoration services, sustainable agricultural development, and eco-asset development for large and small-scale projects throughout the state. Since 2000, we have been providing specialized services to a wide variety of clients in almost every ecosystem in Hawai'i, from mountain ridgelines and forests to coastal areas and near-shore reef systems.

In 2019, Pono Pacific was contracted by Turtle Bay Resort to manage 468 acres of their agricultural mauka lands. Kulima Farm is a healthy, vibrant farm that matches best-in-class sustainability practices alongside Hawaiian knowledge and culture. The ideal candidate will exhibit the values that steer our organization: character, humility, 'ohana (family/community-mindedness), service, excellence, and nobility. The Farm Experience Supervisor will act in the best interest of the company, other employees, and in a fair, safe, effective, and legal manner.

The Farm Experience Supervisor will work directly under the direction of the VP of Diversified Agriculture and Assistant Project Manager. The Farm Experience Supervisor will be responsible for running successful agritourism programming as well as retail farm stand operations. This includes spearheading the majority of the planning and operational logistics for both projects and managing a small team of tour and farm stand staff. An ideal candidate should be passionate about local agriculture and possess a high degree of professionalism, leadership, communication, and organizational skills.

Specific Position Goals/Expectations:

- Plan and execute programming such as tours, events, workshops, and classes
- Be responsible for all logistics related to agritourism programs, such as booking, site preparation, parking, cleaning and sanitation practices, giveaways, and more
- Manage ticketing system, sales, and marketing strategies
- Train and supervise a team of 2-4 farm stand associates and tour guides
- Guide guests on walking tours in the sun, rain, and changing weather conditions
- Draft and memorize tour scripts, project voice courteously, provide impromptu insights that deepen guest experiences
- Streamline guest experience logistics from the time they arrive until they depart
- Ensure proper safety guidelines are established and followed for staff and guests
- Handle stressful situations with grace, including guest emergencies e.g. lost children, etc.
- Maintain accurate records, communicate budgets, project timelines and performance reports for all programs
- Be willing to work outdoors and able to work a variety of shifts, including weekdays, weekends, holidays and special events
- Devise and implement overall farm stand retail strategy, supervising stock control and pricing policies which maximize profits and advance local reputation.
- Direct and coordinate worker shifts as well as oversee and support all necessary Farm Stand duties, including receiving and displaying inventory, servicing guests, maintaining daily records, and cleaning
- Manage financial and statistical records to meet sales goals and targets to maximize profitability
- Ensure support of social media strategy via farm, farm stand, and agritourism posts/updates
- Occasionally perform varied farm work: planting, weeding, harvesting, and more.



Desired Qualifications:

- Significant Customer Service Experience
- Agricultural experience and/or enthusiastic about sustainability and strengthening Hawaii's food system
- Excellent communicator
- Flexible, willing to work on different teams and projects as circumstances require
- Able to pass a background check
- Able to lift and carry a minimum of 50 pounds
- Bilingual (preferred)

Starting Salary: based on education and experience

Benefits:

- Health care with dental, drug, and vision
- 401(k) Plan
- Training and development opportunities

To apply, please submit a cover letter and resume to ponojobs@ponopacific.com, or mail to:

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